

~ ~ Bibliographic patent files

**24/ 3,K/ 4 (Item 4 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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0015533405 - Drawing available

WPI ACC NO: 2006-097555/200610

XRPX Acc No: N2006-084534

**Method of estimation of man's impact onto environment**

Patent Assignee: POTAPOV V V (POTA-I)

Inventor: POTAPOV V V; REUTOV B F

**Patent Family** (2 patents, 109 countries)

Patent Application

Number	Kind	Date	Number	Kind	Date	Update
RU 2267768	C1	20060110	RU 2004123870	A	20040805	200610 B
WO 2006016838	A1	20060216	WO 2005RU401	A	20050803	200613 E

Priority Applications (no., kind, date): RU 2004123870 A 20040805

**Patent Details**

Number	Kind	Lan	Pg	Dwg	Filing	Notes
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RU 2267768	C1	RU	1			
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WO 2006016838	A1	EN				
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National Designated States,Original: AE AG AL AM AT AU AZ BA BB BG BR BW

BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR

HU ID IL IN IS JP KE KG KM KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN

MW MX MZ NA NG NI NO NZ OM PG PH PL PT RO SC SD SE SG SK SL SM SY TJ TM

TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW

Regional Designated States,Original: AT BE BG BW CH CY CZ DE DK EA EE ES

FI FR GB GH GM GR HU IE IS IT KE LS LT LU LV MC MW MZ NA NL OA PL PT RO

SD SE SI SK SL SZ TR TZ UG ZM ZW

**Class Codes**

International Classification (+ Attributes)

IPC + Level Value Position Status Version

... **G06F-0017/ 60**

**Original Publication Data by Authority**

**Argentina**

Assignee name & address:

**Original Abstracts:**

...of products, specific amount of emission occurring in recycling, and the territorial factor of environmental **impact** level, the specific equivalent **value** of environmental impact Q being calculated according to the provided formula...

**Claims:**

**24/ 3,K/ 5 (Item 5 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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0015361983 - Drawing available

WPI ACC NO: 2005-712251/200573

XRPX Acc No: N2005-584927

**Computer resource allocation method for employees, involves applying several metrics to filter collected performance data, if actionable item exists, followed by upgrading and replacing of components and computing resource**

Patent Assignee: IBM CORP (IBMC); INT BUSINESS MACHINES CORP (IBMC)

Inventor: BOSS G J; HAMILTON R A; MCCONNELL K C; SEAMAN J W

**Patent Family** (2 patents, 2 countries)

Patent Application

Number	Kind	Date	Number	Kind	Date	Update
US 20050222819	A1	20051006	US 2004816619	A	20040402	200573
B						
CN 1677420	A	20051005	CN 200510062577	A	20050329	200606 E

Priority Applications (no., kind, date): US 2004816619 A 20040402

**Patent Details**

Number	Kind	Lan	Pg	Dwg	Filing	Notes
US 20050222819	A1	EN	11	3		

**Class Codes**

International Classification (+ Attributes)

IPC + Level Value Position Status Version

G06F-0015/ 00 ...

G06F-0015/ 00 ...

**Original Publication Data by Authority**

**Argentina**

Assignee name & address:

**Original Abstracts:**

...resources. Performance data of a computing resource is captured and transmitted to a central collection **agency** . From the performance **data** , the **present system determines** when **partial** upgrades, **such** as memory additions or faster adapters are appropriate based on system performance or errors. In addition, the **present system determines** when

**a computing resource** experiences continuous **performance** problems.

**Claims:**

**24/ 3,K/ 9 (Item 9 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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0014175060 - Drawing available

WPI ACC NO: 2004-360314/200434

XRPX Acc No: N2004-288419

**Work progress evaluation system for public sector , totals evaluation value of specific work, based on performance time of each activity involved in work and input instruction for evaluation of each activity**

Patent Assignee: SANKYOU KUORISU KK (SANK-N)

Inventor: YAMAGUCHI A; YAZAKI K; YOSOI H

**Patent Family** (1 patents, 1 countries)

Patent

Application

Number

Kind

Date

Number

Kind

Date

Update

JP 2004118668 A 20040415 JP 2002283203 A 20020927 200434 B

Priority Applications (no., kind, date): JP 2002283203 A 20020927

**Patent Details**

Number Kind Lan Pg Dwg Filing Notes

JP 2004118668 A JA 14 8

**Work progress evaluation system for public sector , totals evaluation value of specific work, based on performance time of each activity involved in work and input instruction for evaluation of each activity**

**Class Codes**

International Classification (+ Attributes)

IPC + Level Value Position Status Version

G06Q-0010/ 00 ...

G06Q-0010/ 00 ...

**Original Publication Data by Authority**

## Argentina

**24/ 3,K/ 11 (Item 11 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

(c) 2008 Thomson Reuters. All rts. reserv.

0010732105 - Drawing available

WPI ACC NO: 2001-343982/200137

XRPX Acc No: N2001-249167

**Strategic analysis method of business entities for performance measurement**

**and operation management, involves determining objectives for entity based**

**on its key stakeholders, and strategic factors of each stakeholder**

Patent Assignee: STRATEGIC FACTORS PTY LTD (STRA-N)

Inventor: KEENY G K; KENNY G K; KENNY G K O; KENNY M M; KENNY M M O

**Patent Family** (4 patents, 4 countries)

Patent

Application

Number	Kind	Date	Number	Kind	Date	Update
AU 200068087	A	20010426	AU 200068087	A	20001025	200137 B
DE 10052894	A1	20010613	DE 10052894	A	20001025	200141 E
CA 2324120	A1	20010425	CA 2324120	A	20001024	200155 E
GB 2363223	A	20011212	GB 200026109	A	20001025	200205 E

Priority Applications (no., kind, date): AU 19993653 A 19991025; AU 20007235 A 20000502

### Patent Details

Number	Kind	Lan	Pg	Dwg	Filing	Notes
AU 200068087	A	EN	29	13		
CA 2324120	A1	EN				

**Alerting Abstract** ...key stakeholder as key performance indicators, targets are assigned for entity and the results are **determined** for specific **period** , to produce a score **card** for an **entity** , which also has figures for each key stakeholder. **Determination** of objectives of entity and strategic factor for key stakeholder are executed parallelly...

### Class Codes

International Classification (Main): **G06F-017/ 60**

International Classification (+ Attributes)

IPC + Level Value Position Status Version

**G06Q-0040/ 00 ...**

**G06Q-0040/ 00 ...**

### Original Publication Data by Authority

## Argentina

~ ~ Full text patent files

**23/ 3,K/ 13 (Item 13 from file: 349)**

DIALOG(R) File 349:PCT FULLTEXT

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01125329

**PUBLIC SECTOR VALUE MODEL**

**MODELE DE VALEUR DU SECTEUR PUBLIC**

Patent Applicant/Assignee:

ACCENTURE GLOBAL SERVICES GMBH, Geschäftshaus Herrenacker 15, CH-8200

Schaffhausen, CH, CH (Residence), CH (Nationality)

Inventor(s):

NEUBERGER Lisa H, 4586 19th Street, San Francisco, CA 94114, US,  
ROGERS Timothy P, 844 East Broadway # 1, South Boston, MA 02127, US,  
WILKINSON Greg, 13c Cromwell Grove, London W6 7RG, GB,  
BEALES Greg, 15 Manchester Road, Thornton Heath, Surrey CR7 8NH, GB,  
GARbutt Jonathan, 53 Rosaville Road, Fulham, London SW6 7BN, GB,  
STEVENS Nicholas Martin, 39 Queens Road, Mortlake, London SW14 8PH,

GB,

CHAPLIN George F, 11100 Thames Lane, Suwanee, GA 30024, US,  
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JETHA Sajaad, 2 Huntingfield, Croydon, Surrey CR0 9BA, GB,  
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JONES Emma, Flat 3, 1 Mayfair Mews, Regents Park Road, Primrose Hill,  
London NW1 8UU, GB,

LANE Christopher, 11 Alvan Court, St. Cross Road, Winchester SO23 9RD,

GB

,  
Legal Representative:

MUSKER David Charles (agent), R.G.C. Jenkins & Co., 26 Caxton Street,  
London SW1H 0RJ, GB,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200446981 A2 20040603 (WO 0446981)

Application: WO 2003IB6312 20031113 (PCT/WO IB03006312)

Priority Application: US 2002426503 20021115; US 2003664797 20030916

Designated States:

(Protection type is "patent" unless otherwise stated - for applications  
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK  
DM DZ

EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK  
LR  
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD  
SE SG SK  
SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW  
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PT  
RO SE  
SI SK TR  
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG  
(AP) BW GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM  
Publication Language: English  
Filing Language: English  
Fulltext Word Count: 12642

Main International Patent Class (v7): **G06F-017/ 60**

Fulltext Availability:

Detailed Description

Detailed Description

... measure of the public sector organization.

Determining a relative performance measure can include evaluating the **performance** of the **public sector** organization as a function of **time** . A proposed solution for improving the relative performance **measure** can be derived on the basis of evaluating the **performance** of the **public sector** organization as a function of **time** . Alternatively, or additionally, a relative performance **measure** can be **determined** by evaluating the **performance** of the **public sector** organization by comparing one public sector organization having one relative performance measure to another public...

...may become clear what services and offerings the organization may require to help create greater **value** .

A **public sector** organization using the model according to the **present**

invention may enable the organization to **measure** and compare performance based on value (e.g. between business units, and internationally), and guide...

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**20/ 3,K/ 1 (Item 1 from file: 484)**

DIALOG(R)File 484:Periodical Abs Plustext

(c) 2008 ProQuest. All rts. reserv.

05782254 SUPPLIER NUMBER: 116359217 (USE FORMAT 7 OR 9 FOR

FULLTEXT)

**The changing basis of performance measurement**

Ghalayini, Alaa M.; Noble, James S.

International Journal of Operations & Production Management (IJO), v16 n8  
, p63

1996

ISSN: 0144-3577 JOURNAL CODE: IJO

DOCUMENT TYPE: Feature

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 6319

TEXT:

... three integrated performance measurement systems that have been developed will be presented. Finally, the current **state of performance measurement** will be **assessed** and recommendations for **future performance measurement** systems will be proposed.

Traditional **performance measures**

Traditionally, **performance measures** have been primarily based on management accounting systems. This has resulted in most measures focusing

...

COMPANY INFORMATION:

**20/ 3,K/ 4 (Item 4 from file: 6)**

DIALOG(R)File 6:NTIS

(c) 2008 NTIS, Intl Cpyrght All Rights Res. All rts. reserv.

1237660 NTIS Accession Number: HRP-0906810/7

**Evaluation of New Mexico Certificate of Need Legislation**

Amherst Associates, Inc., Los Angeles, CA.

Corp. Source Codes: 085766000

Sponsor: New Mexico Health and Environment Dept., Santa Fe.

Jan 84 159p

Languages: English

Journal Announcement: GRAI8613

Sponsored by New Mexico Health and Environment Dept., Santa Fe.

Order this product from NTIS by: phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other countries); fax at (703)321-8547; and email at [orders@ntis.fedworld.gov](mailto:orders@ntis.fedworld.gov). NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.

NTIS Prices: PC A08/MF A01

The New Mexico State Health Planning and Development Bureau (SHPDB)

retained Amherst Associates to **evaluate** the **cost - effectiveness** of the state's CON legislation. This study primarily addressed the following

issue: 'What has...

... secondary issue was also addressed: 'How could the New Mexico State Health Planning and Development **Bureau evaluate cost effectiveness** of **future** CON legislation which the legislature might pass, i.e., what data should it have available...

**20/ 3,K/ 8 (Item 8 from file: 6)**

DIALOG(R)File 6:NTIS

(c) 2008 NTIS, Intl Cpyrght All Rights Res. All rts. reserv.

2226101 NTIS Accession Number: ADA397835/XAB

**Audit of Major Defense Acquisition Programs Cycle Time**

(Audit rept)

Ugone, M. L. ; Meling, J. E. ; Simpson, M. E. ; Leighton, G. A. ;  
Nickens, R. L.

Department of Defense, Washington, DC. Office of the Inspector General.

Corp. Source Codes: 000139118; 421194

Report No.: IG/DOD-D-2002-032

28 Dec 2001 22p

Languages: English

Journal Announcement: USGRDR0210

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phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other  
countries);

fax at (703)605-6900; and email at [orders@ntis.gov](mailto:orders@ntis.gov). NTIS is located at 5285  
Port Royal Road, Springfield, VA, 22161, USA.

NTIS Prices: PC A03/MF A01

The overall objective was to evaluate the Major Defense Acquisition  
Program (MDAP) cycle **time** for **tracking performance** under  
**Government**

**Performance** and Results Act (GPRA) as indicated in the FY 2000  
Annual  
Report of the Secretary...

**20/ 3,K/ 9 (Item 9 from file: 6)**

DIALOG(R)File 6:NTIS

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2134797 NTIS Accession Number: ADA364942/XAB

**MCARM/ STAP Data Analysis. Volume II**

(Final technical rept. Apr 96-Feb 98)

Himed, B.

Research Associates for Defense Conversion, Marcy, NY.

Corp. Source Codes: 112734000; 428686  
Report No.: AFRL-SN-RS-TR-1999-48-VOL-2  
May 1999 96p  
Languages: English  
Journal Announcement: GRAI9922  
See also AD-A364 943.

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countries);  
fax at (703)605-6900; and email at orders@ntis.fedworld.gov. NTIS is  
located at 5285 Port Royal Road, Springfield, VA, 22161, USA.  
NTIS Prices: PC A06/MF A01

...airborne data. The Rome Laboratory's MCARM program provides real  
data,  
monostatic and bistatic, for **performance evaluation** of existing and  
**future** STAP approaches. This report **evaluates** the **performance** of  
several **state** of the art STAP algorithms using monostatic MCARM data.  
The  
algorithm list includes Factored Time...

**20/ 3,K/ 12 (Item 12 from file: 6)**  
DIALOG(R)File 6:NTIS  
(c) 2008 NTIS, Intl Cpyrght All Rights Res. All rts. reserv.

0717981 NTIS Accession Number: HRP-0025800/4/XAB  
**Health System Agency's Work Program as a Management Tool**  
Jackson, C. L.  
Public Health Service, Kansas City Mo. Region VII.  
1977 6p  
Document Type: Journal article  
Journal Announcement: GRAI7822  
Pub. in American Jnl. of Health Planning v2 n2 p45-50 Oct 77.  
NTIS Prices: Not available NTIS

... the work. Phase three is developing a work program reporting system  
and monitoring work program **performance** . Phase four is the  
**annual**  
internal **evaluation** of **agency performance** against objectives. Major  
problems associated with the use of the agency work program as a...

**20/ 3,K/ 15 (Item 15 from file: 484)**  
DIALOG(R)File 484:Periodical Abs Plustext  
(c) 2008 ProQuest. All rts. reserv.

05833332 SUPPLIER NUMBER: 252480831 (USE FORMAT 7 OR 9 FOR

FULLTEXT)

**The professional researcher as change agent in the government-performance movement**

Coplin, William D; Merget, Astrid E; Bourdeaux, Carolyn

Public Administration Review (PAR), v62 n6, p699-711, p.13

Nov/Dec 2002

ISSN: 0033-3352 JOURNAL CODE: PAR

DOCUMENT TYPE: Feature

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 10052

TEXT:

... of 1993. Public Administration Review 56(4): 348-58.

Lynch, Thomas, and Susan Day. 1996. **Public Sector Performance Measurement**. Public Administration **Quarterly** 19(4): 404-19.

Mandell, Lee. 1997. Performance Measurement and Management Tools in North Carolina Local...

COMPANY INFORMATION:

**20/ 3,K/ 16 (Item 16 from file: 484)**

DIALOG(R)File 484:Periodical Abs Plustext

(c) 2008 ProQuest. All rts. reserv.

05686732 SUPPLIER NUMBER: 190754451 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Achieve says Okla. sends 'mixed signal' on goals**

Gehring, John

Education Week (GEDW), v22 n2, p18, p.1

Sep 11, 2002

ISSN: 0277-4232 JOURNAL CODE: GEDW

DOCUMENT TYPE: News

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 578

TEXT:

... sense for Oklahoma to have a set of grades 3-8 tests deliberately designed to **measure performance** against the **state**'s standards so essential information can be **tracked** from **year to year**."

Achieve also found that Oklahoma needs to do more to provide incentives for low-performing...

COMPANY INFORMATION:

**20/ 3,K/ 17 (Item 17 from file: 6)**

DIALOG(R)File 6:NTIS

(c) 2008 NTIS, Intl Cpyrght All Rights Res. All rts. reserv.

2313189 NTIS Accession Number: PB2005-105428/XAB

**Safety Permanency Well-Being: Child Welfare Outcomes 1999**

**Annual Report**

Bell (James) and Associates, Inc., Arlington, VA.

Corp. Source Codes: 080832000

Sponsor: Administration for Children, Youth and Families, Washington, DC.  
Children's Bureau.

1999 396p

Languages: English

Journal Announcement: USGRDR0513

See also report for 2000, PB2003-106968. Sponsored by Administration for Children, Youth and Families, Washington, DC. Children's Bureau.

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NTIS Prices: PC A18/MF A04

Descriptors: \*Families; \*Children; \*Child welfare; **Annual** reports; Outcome **measures** ; States(United States); **Performance evaluation** ; Safety; **State** agencies; Social services; Foster home care; Child abuse

**20/ 3,K/ 18 (Item 18 from file: 6)**

DIALOG(R)File 6:NTIS

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2313188 NTIS Accession Number: PB2005-105425/XAB

**Safety Permanency Well-Being: Child Welfare Outcomes 2001:**

**Annual Report**

Administration for Children, Youth and Families, Washington, DC.  
Children's Bureau.

Corp. Source Codes: 071066005

2001 516p

Languages: English

Journal Announcement: USGRDR0513

See also report for 2000, PB2003-106968.

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fax at (703)605-6900; and email at [orders@ntis.gov](mailto:orders@ntis.gov). NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.

NTIS Prices: PC A23/MF A04

Descriptors: \* Families; \* Children; \* Child welfare; **Annual** reports; Outcome **measures** ; States(United States); **Performance evaluation** ; Safety; **State** agencies; Social services; Foster home care; Child abuse

**20/ 3,K/ 19 (Item 19 from file: 6)**

DIALOG(R)File 6:NTIS

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2016861 NTIS Accession Number: AD-A326 629/3

**Past Performance Policy Implementation at the Portsmouth Naval Shipyard**

(Master's thesis)

Warunek, D. C.

Naval Postgraduate School, Monterey, CA.

Corp. Source Codes: 019895000; 251450

Dec 96 117p

Languages: English Document Type: Thesis

Journal Announcement: GRAI9722

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fax at (703)321-8547; and email at [orders@ntis.fedworld.gov](mailto:orders@ntis.fedworld.gov). NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.

NTIS Prices: PC A07/MF A02

... and should be used to make best value vice low cost contract awards. The Federal **Government** recognizes the **value** of **assessing past performance** and mandates its use by all agencies. This study discusses the issues surrounding the use...

**20/ 3,K/ 31 (Item 31 from file: 484)**

DIALOG(R)File 484:Periodical Abs Plustext

(c) 2008 ProQuest. All rts. reserv.

04346228 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Land reform, growth and equity: Emerging evidence from Zimbabwe's**

**resettlement programme**

Kinsey, Bill H

Journal of Southern African Studies (JSAS), v25 n2, p173-196, p.24

Jun 1999

ISSN: 0305-7070 JOURNAL CODE: JSAS

DOCUMENT TYPE: Feature

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 11883

TEXT:

... of labour and physical and human capital and achieves a quantified income in the terminal **state** . **Performance** is being **assessed** for the full **period** of time covered by the panel data as well as two distinct sub-periods: (i...

COMPANY INFORMATION:

**20/ 3,K/ 33 (Item 33 from file: 484)**

DIALOG(R)File 484:Periodical Abs Plustext

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04272064 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Benefit-cost analysis**

Eads, George C; Lave, Lester B; Farrow, Scott; Toman, Michael  
Environment (GENV), v41 n4, p4-5+ , p.3

May 1999

ISSN: 0013-9157 JOURNAL CODE: GENV

DOCUMENT TYPE: Commentary

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 2527

TEXT:

... capacities and review procedures within executive branch agencies, and including benefit-cost analysis as a **performance measure** in agencies' **annual** reports under the **Government Performance** and Results

Act. These changes would not be costless-there is no such thing as...

COMPANY INFORMATION:

**20/ 3,K/ 36 (Item 36 from file: 484)**

DIALOG(R)File 484:Periodical Abs Plustext

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04093347 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Federalism and the soft budget constraint**

Qian, Yingyi; Roland, Gerard

American Economic Review (AER), v88 n5, p1143-1162, p.20

Dec 1998

ISSN: 0002-8282 JOURNAL CODE: AER

DOCUMENT TYPE: Feature

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 4906

TEXT:

... bonuses in cases of poor performance than the enterprises with directors appointed by the central **government** , where "poor **performance** " is **measured** by an **annual** decrease in two alternative indicators: real net output and real total returns to the state...

COMPANY INFORMATION:

**20/ 3,K/ 38 (Item 38 from file: 484)**

DIALOG(R)File 484:Periodical Abs Plustext

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03647936 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Lessons learned about the performance of USDA agricultural nonpoint source pollution programs**

Ribaudo, Marc O

Journal of Soil & Water Conservation (IJSW), v53 n1, p4-10, p.7

First Quarter 1998

ISSN: 0022-4561 JOURNAL CODE: IJSW

DOCUMENT TYPE: Commentary

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 6510

TEXT:

... assessment can identify problem areas in time for corrective action, and improve targeting criteria for **future** projects. **Performance assessment** is also required under the **Government Performance** and Results Act.

Water quality monitoring is the most defensible means for evaluating project and...

COMPANY INFORMATION:

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**21/ 3,K/ 6 (Item 1 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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02518876 270375061

**Performance measurement and the implementation of balanced scorecards in municipal governments**

Ho, Shih-Jen Kathy; Chan, Yee-Ching Lilian

Journal of Government Financial Management v51n4 PP: 8-19 Winter 2002  
ISSN: 1533-1385 JRNL CODE: GAC  
WORD COUNT: 3822

...TEXT: the balanced scorecard to be successfully implemented.

Figure 3:

Figure 4 includes a number of **performance measures** developed by the sample balanced **scorecard municipal governments**. Financial **performance** has the most number of measures developed, with various ratios and costs being measured. Measures...

...more subjective with a focus on customer satisfaction index and survey results. Productivity, cost and **time** are key operating efficiency **measures**. **Measures** on employee **performance** focus on employee training and retention. Finally, innovation and change looks at the well being...

**21/ 3,K/ 7 (Item 2 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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02508019 252480871

**Outcomes-based performance management in the public sector:  
Implications  
for government accountability and effectiveness**

Heinrich, Carolyn J

Public Administration Review v62n6 PP: 712-725 Nov/Dec 2002

ISSN: 0033-3352 JRNL CODE: PAR

WORD COUNT: 6118

...TEXT: fulfilling political commitments.

After determining primary performance goals, the subsequent challenge is to identify appropriate **performance measures**. **Federal** managers interviewed about this process report that it is both conceptually and practically one of...

...systems provide timely feedback to state and local program managers-such

as the annual program **performance** reports under the **Government Performance** and Results Act-to allow for adjustments (in budget allocations, service contracts, management practices, training...

...For this reason, performance standards systems commonly rely on

short-run rather than long-run **measures** . **Federal** agencies engaged in **performance** management have found it especially difficult to translate their long-term missions or strategic goals...

...achieved over a shorter term (GAO 1997a). In the JTPA and Workforce Investment Act programs, **performance measures** are earnings levels in the **year** following participation, generated from routinely collected administrative data, rather than outcomes or impacts over a...

**21 / 3,K/ 8 (Item 3 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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02430820 208578701

**A multiple-indicator approach to municipal service evaluation:  
Correlating  
performance measurement and citizen satisfaction across  
jurisdictions**

Kelly, Janet M; Swindell, David

Public Administration Review v62n5 PP: 610-621 Sep/Oct 2002

ISSN: 0033-3352 JRNL CODE: PAR

WORD COUNT: 7260

...TEXT: review patterns of satisfaction across localities. We also need to understand the relationship between administrative **performance measures** and citizen perceptions. This crosssectional analysis of **municipal** citizen satisfaction and **performance** benchmark data suggests that citizen satisfaction survey results are useful to managers in conjunction with **performance - measurement** programs as part of a multiple-indicator approach to **evaluating municipal** service quality. However, understanding citizen perceptions requires a different perspective than that applied to administrative service **performance measurement** .

Introduction

Each **year** , thousands of cities engage in administrative **performance assessment** . Recent research suggests that more than a third of municipalities with populations exceeding 25,000...

...their assessments as the basis for making budgetary and policy decisions (Poister and Streib 1999). **Performance assessment** is often implemented as a series of specific performance measures associated with certain service functions...

**21/ 3,K/ 13 (Item 8 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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02090254 64694350

**Reinventing the proverbs of government**

Williams, Daniel W

Public Administration Review v60n6 PP: 522-534 Nov/Dec 2000

ISSN: 0033-3352 JRNL CODE: PAR

WORD COUNT: 9967

...TEXT: Vice President Gore's reform commission, the National Performance Review, and to subsequent legislation labeled **Government Performance and Results Act**. Clearly, **performance measurement** is an important technique for these texts. All too often, discussions of **performance measurement** leave the inexperienced audience believing that it is a new technique. In fact, the **performance measurement** literature begins as early as 1910 according to endnotes in Clarence Ridley's 1927 text, **Measuring Municipal Government** (Ridley 1927). While there has been development within the practice of **performance measurement** over the past 90 years, there are no particular paradigmatic changes that originate in the last 10 to 20 years.

Acknowledging that **performance measurement** by itself fails to generate the motivation necessary to accomplish the reforms they have in mind, Osborne and coauthors advocate a variety of methods to leverage **performance measurement** through the budget process. For example, a five-page section of Reinventing Government is headed...

**21/ 3,K/ 20 (Item 15 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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01572573 02-23562

**The state of the states: Performance-based budgeting requirements in 47 out of 50**

Melkers, Julia; Willoughby, Katherine

Public Administration Review v58n1 PP: 66-73 Jan/Feb 1998

ISSN: 0033-3352 JRNL CODE: PAR

WORD COUNT: 5708

...TEXT: within the program structure. Connecticut stressed a participatory approach to the identification and development of **performance measures**.

Measures developed are "jointly developed by State agency staff and

representatives of private providers....review...

...the 1996 Appropriations Act indicated that the governor will recommend "appropriate standards" against which to **measure agency performance** .

The governor is to submit performance objectives and data for all state programs. The act...

...the measures or standards.

The approach of agency direction and involvement in the development of **performance measures** seems to be the norm in many states. In Idaho, a statute directs all state agencies to prepare an **annual** performance plan, which includes **performance measures** and standards, in the **agency** 's budget request. The law is specific in requiring performance measures that are "objective, quantifiable...

**21 / 3,K/ 21 (Item 16 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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01348431 99-97827

### **Reinventing OSHA: Is it possible?**

Roughton, James E; Grabiak, Lawrence J

Professional Safety v41n12 PP: 29-33 Dec 1996

ISSN: 0099-0027 JRNL CODE: PFS

WORD COUNT: 3463

...TEXT: project should provide small businesses with a convenient means of obtaining safety and health information. **MEASURING OSHA'S PERFORMANCE**

As these many projects illustrate, OSHA is trying to redefine the way it does business. This requires changing the way the **agency measures its performance** . In the **past** , the **agency** has used a limited number of measures-primarily enforcement-related-as its primary gauge. As...

...OSH Act-to reduce workplace injuries.

To accomplish this shift, OSHA is developing a comprehensive **performance measurement** system that will focus on monitoring results. The system, which will be phased in over...

**21 / 3,K/ 24 (Item 19 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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01060053 97-09447

**Performance measurement in the public sector: Challenges and opportunities**

Nyhan, Ronald C; Marlowe, Herbert A Jr

Public Productivity & Management Review v18n4 PP: 333-348 Summer 1995

ISSN: 1044-8039 JRNL CODE: PBP

WORD COUNT: 4903

...TEXT: Business Horizons, 1990, 14(3), 3-9.

Fare, R., Grosskopf, S., and Weber, W. L. " **Measuring School Performance**

." Public Finance **Quarterly** , 1989, 17, 409-428.

Fiegenbaum, A. V. Total Quality Management. New York: McGraw-Hill, 1983...

...People to Do What They Want to Do." Public Manager, Fall 1992, pp.

14-15. **Government** Accounting Office. Program **Performance**

**Measures** :

**Federal Agency** Collection and Use of **Performance** Data. Washington, D.C.: **Government** Accounting Office, 1992.

Gulick, L. "Science, Values and Public Administration." In L. Gulick and L

...

**21/ 3,K/ 25 (Item 20 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

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00848434 94-97826

**Using performance measures for federal budgeting: Proposals and prospects**

Joyce, Philip G

Public Budgeting & Finance v13n4 PP: 3-17 Winter 1993

ISSN: 0275-1100 JRNL CODE: PBF

WORD COUNT: 7111

...TEXT: failure of the program For that reason, it is necessary to understand the limitations of **performance measures** and interpret them accordingly.

SUBSTANTIAL LIMITS EXIST TO USING **PERFORMANCE MEASUREMENT** FOR BUDGETING

Even more difficult than **measuring public sector performance** is finding a way to apply these **performance measures** to the allocation or **management of resources** in the **public sector** . It is difficult to disagree with the concept of budgeting based on performance. But the...

...this analysis nor those discussed in the report issued by the General Accounting Office last **year** uncovered examples in which performance **measures** had significantly influenced the allocation of resources.(13)  
There is little evidence that policymakers use...

**21/ 3,K/ 36 (Item 3 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c) 2008 Gale/Cengage. All rts. reserv.

14528943 SUPPLIER NUMBER: 85048611 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Training for performance measurement success: An effective training program**

**can help get performance measurement off the ground and sustain the**

**system as it matures into a catalyst for government accountability and**

**improvement.(Brief Article)**

Emerson, Barbara

Government Finance Review, 18, 2, 22(4)

April, 2002

DOCUMENT TYPE: Brief Article ISSN: 0883-7856 LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 2882 LINE COUNT: 00292

... in Fairfax County's FY 1999 Advertised Budget Plan. Although it was understood that the **measures** would be refined over time as agencies became more accustomed to the process, this first...

...these sessions. As could be expected, a number of employees expressed the view that performance **measurement** was just another "passing fad" that  
would go ...supported the effort, identifying those resources that had been most useful to them in developing **performance measures** . These resources included the training manual, Fairfax **County Measures** Up, the **performance measurement** team itself, and the nascent Web site that contained the manual, forms, and links to...

...regular communication mechanism whereby the county's decentralized staff

could keep up-to-date on **performance measurement** and related

topics. To  
this end, the county introduced a new quarterly newsletter in the...

**21/ 3,K/ 40 (Item 7 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c) 2008 Gale/Cengage. All rts. reserv.

13459205 SUPPLIER NUMBER: 74830064 (USE FORMAT 7 OR 9 FOR  
FULL TEXT)

**GFOA'S New Performance Management Initiative.**

Government Finance Review, 17, 2, 5  
April, 2001

ISSN: 0883-7856 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 764 LINE COUNT: 00072

... adamantly opposed to attempts by the Governmental Accounting  
Standards Board (GASB) to mandate non-financial **performance  
measures** in  
audited financial reports. GFOA has long held the view that the appropriate  
place to...

...reports, not the Comprehensive Annual Financial Report (CAFR).

In the context of management and budgeting, **performance  
measurement** can help **governments assess** how well resources are  
being

used to achieve program and service goals, objectives and outcomes. More  
specifically, governments can use **performance measures** to:

- \* identify financial and program results;
- \* **evaluate past** resource allocation decisions;
- \* provide information that facilitates program and service delivery  
improvements for future years...

**21/ 3,K/ 46 (Item 13 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c) 2008 Gale/Cengage. All rts. reserv.

07616292 SUPPLIER NUMBER: 16539072 (USE FORMAT 7 OR 9 FOR  
FULL TEXT)

**Use of performance measures by GFOA members. (Government  
Finance Officers  
Association)**

Tigue, Patricia  
Government Finance Review, v10, n6, p42(3)  
Dec, 1994

ISSN: 0883-7856 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT;  
ABSTRACT

WORD COUNT: 2201    LINE COUNT: 00219

... this article by OLGA SPAIC, analyst with the GFRC.

FOR MORE INFORMATION ON USE OF **PERFORMANCE MEASURES**

Government Finance Review articles

"Managing Government Like a Business: The Sunnyvale System," April 1994.

" **Measuring Government Performance** : Experimenting with Service Efforts and Accomplishments Reporting in Portland, Oregon," December 1993.

"The Power of **Performance Measurement** : A Computer **Performance**

Model and Examples from Colorado Cities," October 1993.

"Measuring the Efficiency of a Payment System...

...publications with financial support from the Municipal Bond Investors Assurance Corporation (MBIA).

The Use of **Performance Measures** in City and County Budgets, October 1994, GFOA Research Report.

**Performance Measurement** : The Link to Effective Government, April 1994, GFOA Research Bulletin.

1994 GFOA annual conference audio cassette tapes

- \* "Integrating **Performance Measurement** into Your Budget."
- \* "Service Efforts and Accomplishments Reporting--Where and When?"
- \* "Implementing Program Budgets: Techniques, Pitfalls and Benefits"

1993 GFOA annual conference audio cassette tapes

- \* " **Measuring Government Performance** "
- \* "Service Efforts and Accomplishments (SEA) Reporting"